

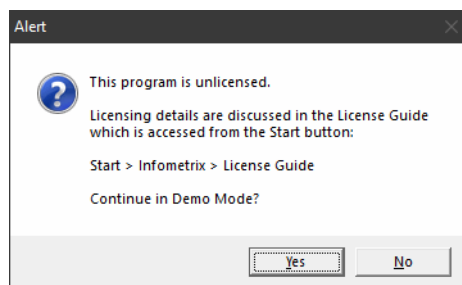
# License Guide for Infometrix Applications

## INTRODUCTION

When a user is interested in investigating an Infometrix product, most begin by downloading its product installer from the Infometrix [website](#). When the installer is run, the components of the licensing system (which are part of IPAK, the software base common to all Infometrix applications) are copied onto the computer if they are not already present. Then the product (an application like Pirouette, InStep, or LineUp) is installed. Thereafter, the application runs in demonstration mode until a license for that product is acquired. In demo mode the application is fully functional except that only demo data can be processed. The various demo files included with each product installer are described in the Demonstration Files chapter of each product manual. They allow a prospective user to explore features and performance without first having to make a purchase.

When Pirouette is run in demo mode, a message is presented each time at start up reminding the user of the absence of a license. It is shown below in [Figure 1.1](#).

**Figure 1.1**  
Demo mode  
notification



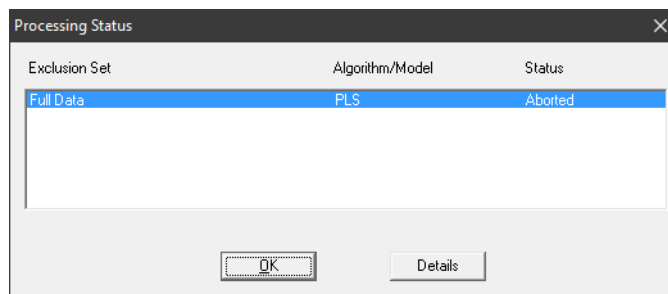
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**Note:** Both *InStep* and *LineUp* are capable of running unattended/silently and thus do not present a message box which would require the user to dismiss.

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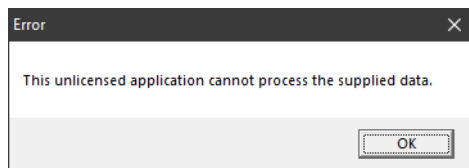
If you attempt to process non-demo data while running an unlicensed application in demo mode, the processing aborts as indicated by an Aborted status.

**Figure 1.2**  
Processing status  
dialog showing an  
Abort



Click on the Details button and the error condition is displayed as shown below.

**Figure 1.3**  
**Error when trying to**  
**run an algorithm**  
**without a license**



Once a product is purchased, the next step is to choose a licensing scheme: a static license locked to the user's computer or a portable license contained on a USB dongle. Each approach is described below.

### GETTING AND USING A STATIC LICENSE

A static software license enables a product to run on the specific computer on which a license was requested and is registered using the Static License Manager. This utility is also the means of returning a license if you decide to move the license to another computer. To run it,

- Click on the Start button and choose Infometrix, then Static License Manager.

The necessary actions are to:

1. Request a static license for that computer via the Static License Manager
2. Send the request to Infometrix as directed by the Static License Manager
3. Receive a license code back from Infometrix
4. Register the license via the Static License Manager

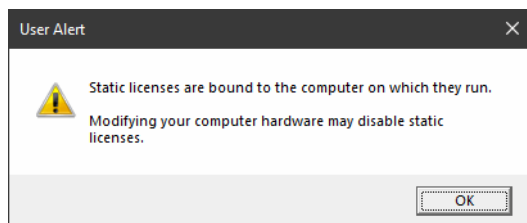
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**Note:** Windows may require that users take extra steps to start the Static License Manager and other Infometrix products. See ["Windows Security and Infometrix Products"](#), below.

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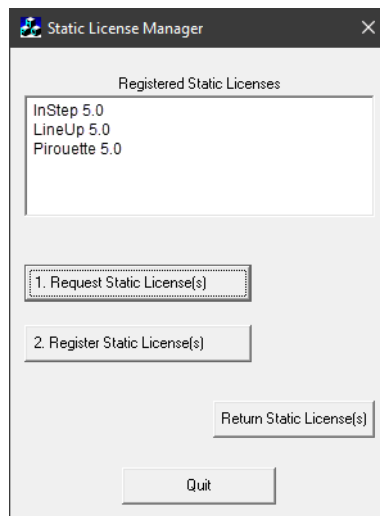
The Static License Manager initial screen shown below ([Figure 1.4](#)) reminds the user that replacing system components may cause the licensing system to no longer recognize the computer.

**Figure 1.4**  
**License alert**



After this dialog is dismissed, the list of Infometrix software licenses registered on your computer is shown, as in [Figure 1.5](#).

**Figure 1.5**  
Registered static  
licenses



Click on the Request Static License(s) button to show the dialog shown below. If you are requesting licenses for several products, use this form to prepare all requests in one step.

**Figure 1.6**  
License request  
dialog

Fill out the personal information in the form. We may use your address—either physical or email—to notify you of product updates. Be assured that it is never divulged to anyone else.

When you have finished entering the personal information, select the product(s) you seek to license (those you have purchased!), then click the Add button. As shown in [Figure 1.7](#), you are asked to supply your product serial number, which can be found on the installation CD. If you downloaded the product installer from our website, enter “Download”.

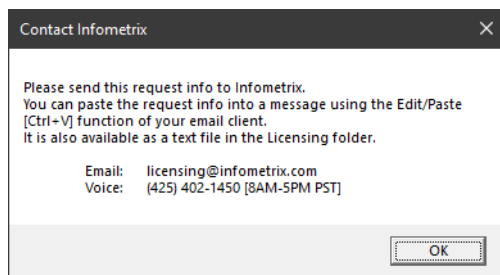
**Figure 1.7**  
Example product  
serial number form



A dialog box titled "Product Serial Number" with a close button (X) in the top right corner. The text inside reads: "Please enter the product serial number if one is available." followed by "If none is available, enter DOWNLOAD in place of a serial number." Below the text is a single-line text input field. At the bottom are "OK" and "Cancel" buttons.

After selecting the products and entering their serial numbers, you are ready to create the license request. When you Click on OK, the contents of the form **and other information** are placed on the Clipboard; the same information is saved to a text file named REQUEST\_LICENSE.TXT in the Licensing folder. The following message is then presented.

**Figure 1.8**  
Contact information



A dialog box titled "Contact Infometrix" with a close button (X) in the top right corner. The text inside reads: "Please send this request info to Infometrix. You can paste the request info into a message using the Edit/Paste [Ctrl+V] function of your email client. It is also available as a text file in the Licensing folder." Below the text, contact information is listed: "Email: licensing@infometrix.com" and "Voice: (425) 402-1450 [8AM-5PM PST]". At the bottom right is an "OK" button.

Email or fax the request information to Infometrix. To email the request, either paste the information into your message (if you have not cleared the clipboard contents) or attach the text file referenced above. Upon receipt, Infometrix will process your request and send back the corresponding static license(s).

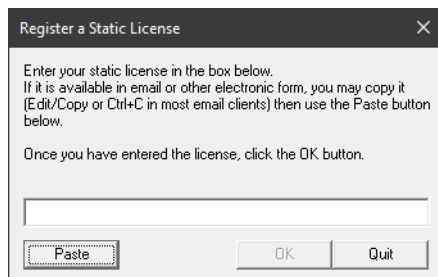
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**Note:** Do not send a screen capture of the Request License form. It does not contain sufficient information to generate a static license code specific to your computer.

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When you receive the license code(s) from Infometrix, run the Static License Manager again and click on the Register Static License(s) button to open the dialog shown below.

**Figure 1.9**  
Static License  
registration



A dialog box titled "Register a Static License" with a close button (X) in the top right corner. The text inside reads: "Enter your static license in the box below. If it is available in email or other electronic form, you may copy it (Edit/Copy or Ctrl+C in most email clients) then use the Paste button below." followed by "Once you have entered the license, click the OK button." Below the text is a single-line text input field. At the bottom are "Paste", "OK", and "Quit" buttons.

Paste the license code from your email message into the empty text field shown above; otherwise, you must type it in. Click OK to complete the process. If you requested a static license for more than one product, continue to paste in license codes until all are registered, then click Quit. You will now be able to run those products in non-demo mode.

To transfer a static license to a new computer, you must first remove it from the old computer and send return information to Infometrix. Then you can re-license the product on the new computer.

To remove static licenses,

- Run the Static License Manager
- Click on Return Static License(s)

A dialog containing information about your existing licenses will be presented.

**Figure 1.10**  
Return license dialog

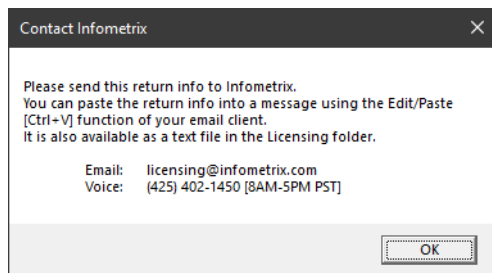
- Click on the products you wish to return
- Click the Add button
- Click OK

A dialog asking you to confirm your desire to return licenses is presented, as shown below.

**Figure 1.11**  
Confirm license  
return

After typing **I agree** into the text box, click OK to finish the process. The contents of the form are placed on the clipboard; the same information is saved to a text file called RETURN.TXT, in the Licensing folder. The following message is then presented.

**Figure 1.12**  
Return license  
instructions



## GETTING AND USING A LICENSE DONGLE

A license dongle refers to a portable USB device programmed to allow one or more Infometrix products to run in non-demo mode. Because the dongle must be physically delivered to you, the process for requesting one differs from the static license. You may either call Infometrix or send an email to [sales@infometrix.com](mailto:sales@infometrix.com) to request this alternative to a static software license.

The portable license has several advantages over a static license. It lets you run Infometrix products on a variety of computers (your desktop, your home computer, or your laptop when traveling) immediately after installing the product. Moreover, it is unaffected by hardware changes. It is even possible to use a portable license with virtual machines.

The convenience of a portable license is balanced by a major disadvantage. Because static license users can "lose" their license due to circumstances beyond their control (e.g., a system disk crash), Infometrix is obligated to issue replacement static licenses. However, no such obligation exists for portable licenses. Should the USB device stop functioning, it must be returned to Infometrix before a replacement can be issued.

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**Note:** *If you lose the USB device that holds the license (the dongle), Infometrix will NOT issue you a free replacement. Protect your portable license key with care.*

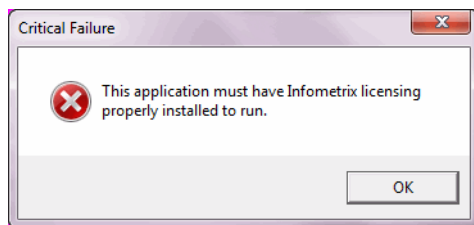
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Once you have received a license dongle and inserted it into a USB port on your computer, you can run the Dongle Reader utility to view a list of licenses.

- Click on the Start button and choose Infometrix, then Infometrix Dongle Reader

If the licensing system is not intact, a message is presented when Dongle Reader is started.

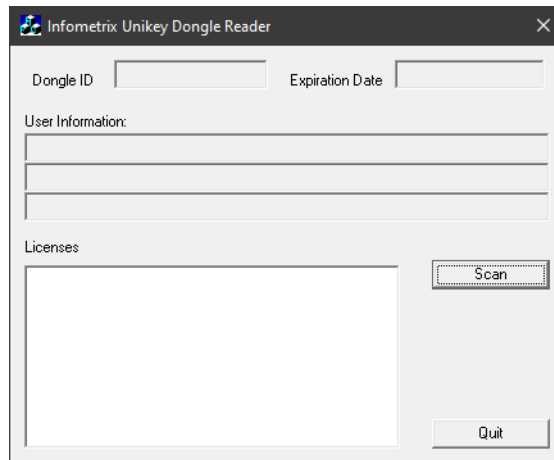
**Figure 1.13**  
Licensing  
improperly installed



Contact Infometrix for further instructions.

If the licensing system is operating normally, a blank dialog box will be presented when the Dongle Reader utility is started.

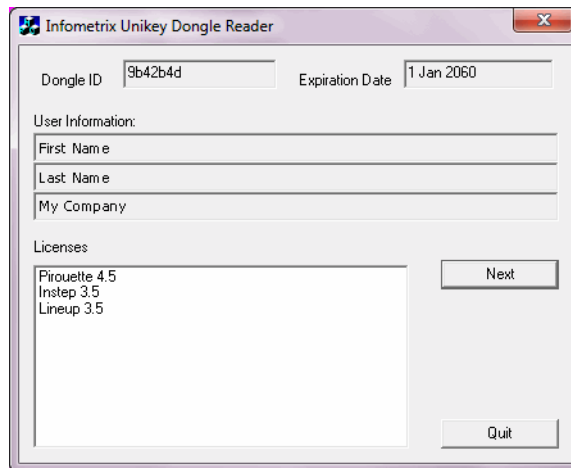
**Figure 1.14**  
**Dongle Reader blank**  
**screen**



- Click the Scan button

to scan your system for appropriate license dongles. When dongles are found, their contents will be presented; an example is shown below.

**Figure 1.15**  
**Dongle information**



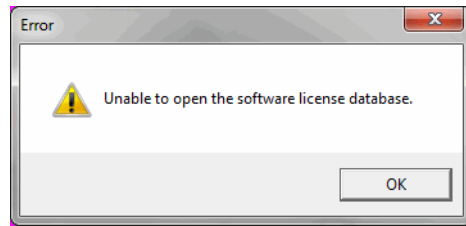
If you have more than one dongle connected, click the Next button to have Dongle Reader display the contents of the second dongle.

## WINDOWS SECURITY AND INFOMETRIX PRODUCTS

In an effort to minimize security risks Microsoft erects new barriers in each operating system and then often provides a means of bypassing them. The steps a user must take to run our software vary with the OS. Some aspects are described below.

Regardless of operating system, if you run Infometrix software and are shown the message shown in [Figure 1.16](#), this is an indication you have insufficient account privileges to run the software.

**Figure 1.16**  
Windows blocks  
software



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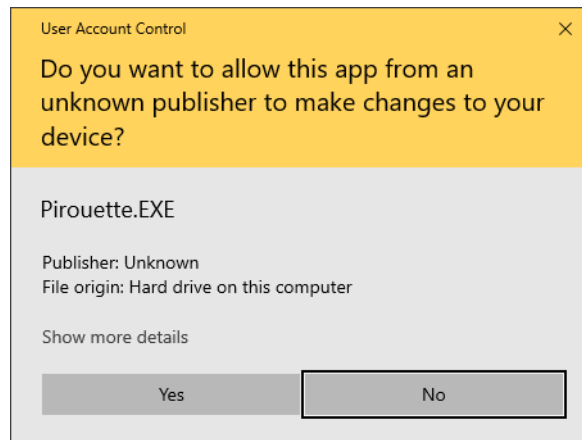
**Note:** Starting with Pirouette 4.0 rev 1, the ability to run as a standard User has been enabled. However, such a User with limited permissions cannot write to folders in Program Files, the default path for Pirouette. Instead, save your files in My Documents or on another drive.

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### Windows 10 and newer

Most Windows 10 and 11 users can run Infometrix software from any user account, administrator or standard. In some instances however, a warning dialog like the one below may be presented.

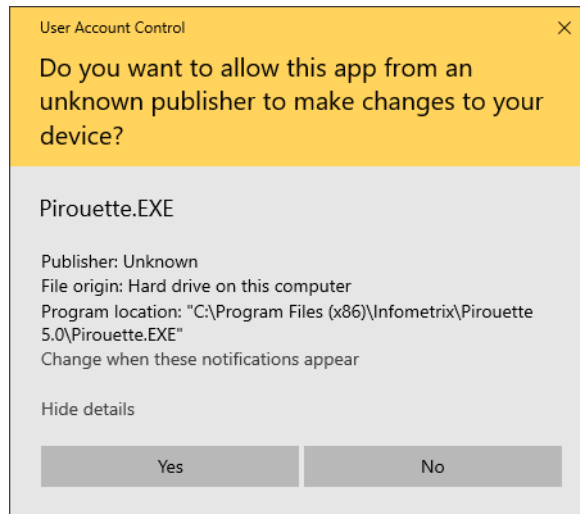
**Figure 1.17**  
Unknown publisher  
dialog on start  
Pirouette



Click on the link that says "Show more details" and another similar dialog will be shown.

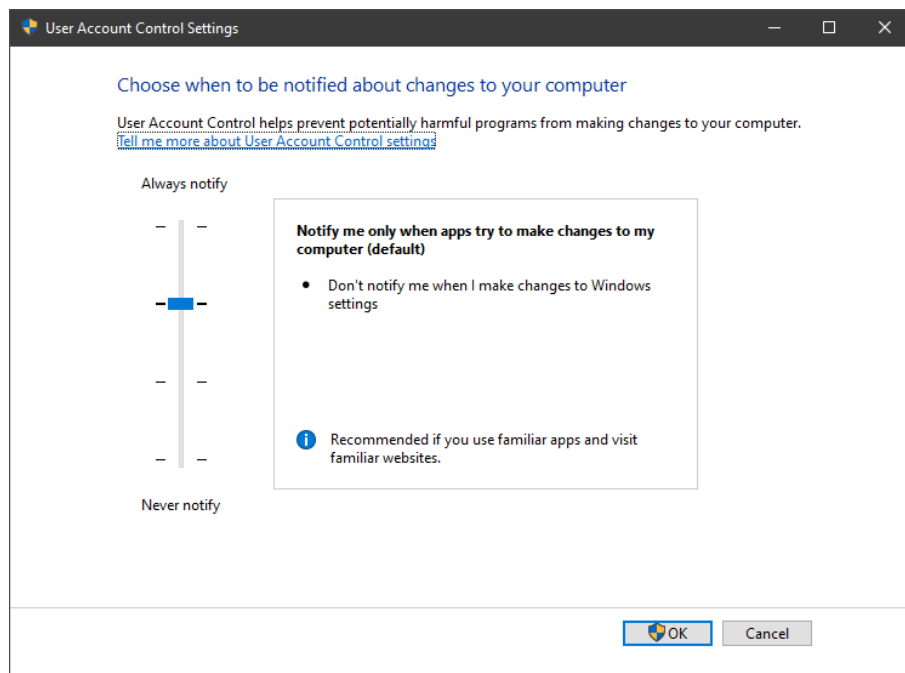


Figure 1.18



In this dialog, click on “Change when these notifications appear” to bring up the UAC Settings dialog:

**Figure 1.19**  
**User Account**  
**Control settings**  
**dialog**

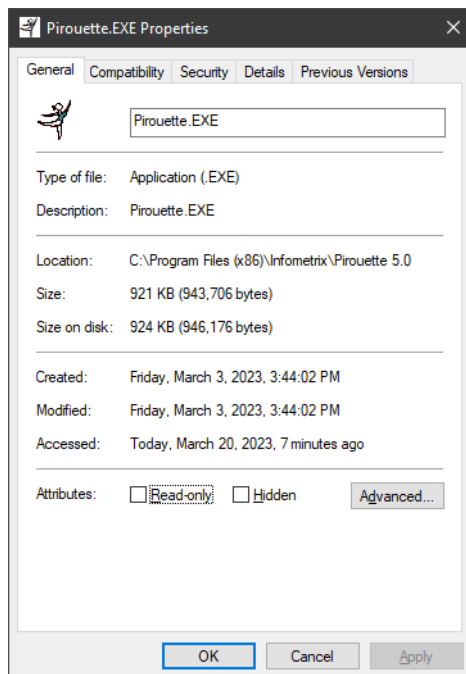


By default, Windows is set to the second notify setting. You can override this setting by choosing Never Notify but be aware of the risks this entails. The warning dialog will not show when Pirouette starts but the risk of leaving your system in this state may outweigh the convenience.

**Note:** You can also access the UAC Settings by right-clicking the Start menu and selecting Search or by typing in the Search box in the status bar. Type UAC and hit return and you will be presented with the same dialog.

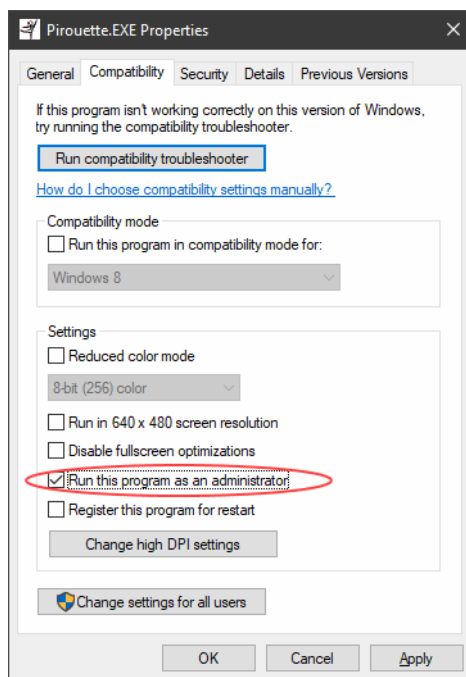
By default, Pirouette has a property set to not run as an administrator. Using the file explorer on your system, navigate to the Pirouette folder (C:\Program Files (x86)\Infometrix\Pirouette 5.0), then right click on Pirouette.exe and select Properties.

**Figure 1.20**  
**Pirouette.EXE**  
**properties**



- Click on the Compatibility tab

**Figure 1.21**  
**Pirouette .EXE**  
**compatibility**  
**properties**



- Uncheck the box titled "Run this program as an administrator".

When you next run Pirouette, warnings should no longer be presented.